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Department of Human Resources
City and County of San Francisco

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Human Resources Director

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Introduction

The Department of Human Resources is the City and County of San Francisco's central human resource agency, and consequently has many personnel-related functions. You are encouraged to use this Directory to become familiar with the various sources of information and resources within this agency.

In most instances, departmental personnel offices will be able to explain procedures, policies and rules on all employment issues. Therefore, please consult with department personnel offices first. However, the Department of Human Resources will guide and advise departments whenever possible.

The directory is organized into three areas: 1) by Division, 2) by Subject; and 3) by DHR staff name and phone number. Take a moment to review the contents and become familiar with the Department of Human Resources Divisions, functions and resource personnel. For example, if you wish to contact a division or unit within the Department of Human Resources concerning an examination or classification issue; employee separation, or workers' compensation issue, contact the individual or team assigned to your department on pages 3, 8 or 14 respectively. If you know or have an idea of the subject you wish to inquire about, there is a listing by subject beginning on page 16. Department of Human Resources staff are listed alphabetically beginning on page 22.

The Directory is hole-punched, and we recommend that it be placed in a binder. Replacement pages will be issued periodically. One copy of this Directory has been provided to each department head and each employee organization. A limited number of copies are available for a short time at the Department of Human Resources so feel free to photocopy and distribute as you desire.

All staff assignments listed are subject to change. Direct any questions you may have regarding use of the Directory to Sandra L. Favale, Confidential Secretary, Department of Human Resources, 44 Gough Street, San Francisco, CA 94103, 557-4955.

Andrea R. Gourdine
Human Resources Director
July 1, 1997

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Frequently Used Telephone Numbers

General Information - Employment Services	44 Gough Street	557-4800
General Information - Health Service System	1145 Market Street	554-1700
General Information - Workers' Compensation	1145 Market Street	554-1777
Job Hotline (24-hour)		557-4888
Certification Unit		557-4821

Health Services

Member Services Division

Assistance regarding benefit plans offered to all employees: Eligibility and benefit information concerning all health and dental programs, disability, dependent care, vision care, COBRA and domestic partners health benefits — 554-1750

Medical Claims Division

Assistance for enrollees of the City Health Plan only Information regarding covered medical services and status of ongoing claims — 554-1725

Workers' Compensation Division Medical Treatment Facilities:

Airport Clinic — 877-0444
San Francisco International Airport Medical Service
International Terminal, Lower Level

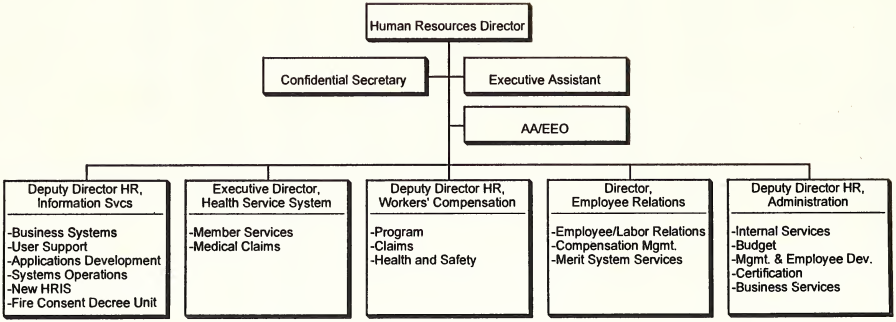
Mt. Zion Occupational Medical Clinic Hospital — 885-7770
1515 Scott Street
(between Geary & Post Sts.)

San Francisco General Hospital — 206-899
Bldg. 9, 2nd Floor
(between 23rd St. & Potrero Ave.)

TDD

General Information - Employment Services	44 Gough Street	775-9484
General Information - HSS and Workers' Comp	1145 Market Street	554-1790

Department of Human Resources



Authorized by	Andrea Gourdine
Created by	Sandra Favale
Date	July 1, 1997

Department of Human Resources
Directory by Division

Office of the Director

FAX: 557-4835

Andrea R. Gourdine, Human Resources Director 557-4902
Sandra L. Favale, Confidential Secretary to Human Resources Director 557-4955
Ellen Abels, Executive Assistant to the Human Resources Director 557-4951

Equal Employment Opportunity/Affirmative Action

FAX: 557-4996

Evelyn Hogan-Jackson, Manager, EEO Program 557-4825

Dorothy Yee, Assistant Manager 557-4982
Affirmative Action Programs
EEO Reports

Silvia Castellanos 557-4855
Americans with Disabilities Act (ADA)
Reasonable Accomodations Procedure

Lewanna Cho 557-4837
Oral Authorizations for Provisional Appointments
Status of Bilingual Testing and Waiver Requests

Diana Garcia 557-4838
Bi-lingual Proficiency Testing/Waiver Procedures
Rule 15 Program to employ persons with severe disabilities

Ellen Gunselman 557-4832
How to file a complaint of employment discrimination
Discrimination complaints filed with EEOC, DFEH

Esther Leong 557-4842
Sexual Harassment Reports

Administrative Services Division

FAX: 557-4835

Marsha Ramirez, Deputy Director Human Resources, Administrative Svcs. 557-4815

Business Services FAX: 557-4910
Leo Dinneen, Senior Accountant 557-4895
Agnes Chau, Payroll/Personnel 557-4896
Hoang Nguyen, Reproduction Services 557-4909

Certification Unit FAX: 557-4834
Norma Gill, Supervisor 557-4816

ALPHA Classes thru 1399; 4000-4999 6000-6999 (except DPH lists)	Stephanie Chan	557-4818
1600s 1900-2999 (except DPH & DHS lists) 5000-5999 7000s (except 7400s & 7599s)	Binh Trinh	557-4819
1400-1599 (except DPH & DHS lists) 3000s	Sheldon Martin	557-4817
7000-7399 9200-9399	Noreen King	557-4851
1700s-1899 7499-7999 8000-9999 (except 9200-9399)	Winston DeLara	557-4820
Visiting Certification Staff DPH Lists: 1400s; 1600s (Hospital Billing) 2000s 6000s	Gloria Choy	557-4824
DHS Lists: 2900s (Social Worker classes)	Myrna Orais	557-4826

Administrative Services Division (cont.)

Internal Services — FAX: 557-4835

Vernon Nulph — 557-4849

- Certification issues
- Conviction/Criminal History Records
- Fingerprinting
- Layoffs/Return to Duty

Linda Lee — 557-4924

- Civil Service Commission Liaison
- Appeals/Staff Reports
- Employee Handbook
- Emergency/Disaster Plan
- HR Policies and Procedures Manual

Cynthia Hamada — 557-4932

- Drug Testing Coordination
- Rule 16 & Rule 20 Medical Evaluations

Gerry Redmond — 557-4863

- Employee Separations (for cause)
- Personal Services Contracts
- Departmental assignments:

Academy of Science	City Attorney	Fine Arts Museum
Adult Probation	City Administrator	Fire
Agriculture	Civil Service Commission	Human Services
Airport Commission	Comm on Aging	Human Rights Commission
Animal Care & Control	Comm on Status of Women	Human Resources
Art Commission	Community College District	Juvenile Probation
Asian Art Museum	Controller	Planning Department
Assessor	Convention Facilities Mgmt	Public Utilities
Board of Appeals	Coroner/Medical Examiner	Public Health
Board of Supervisors	District Attorney	
Building Inspection	Ethics Commission	

Gilda Cassenego — 557-4859

- Employee Separations (for cause)
- Personal Services Contracts
- Departmental assignments:

Elections Department	Public Library	Retirement System
Law Library	Public Transportation	Sheriff
Mayor	Public Works	Tax Collector
Parking and Traffic	Purchasing	Telecom & Info Svcs
Police	Real Estate	Trial Courts
Port Commission	Recorder	Unified School District
Public Admin./Guardian	Recreation and Park	War Memorial
Public Defender	Rent Arbitration Board	

Administrative Services Division (cont.)

Management & Employee Development FAX: 557-4870
Anne Godfrey, Director of Training 557-4944

Robert Sanchelli, Training Coordinator 557-4947

Collie Gaines, Training Offocer 557-4952

Julie Lingad, Personnel Technician 557-4968
For course enrollment information and to obtain a course catalog

Lynn Susoeff, Training Officer 557-4976

Provides training and organizational development consulting services to city and county departments; develops tailored training for departments or units; designs and implements performance management and appraisal systems; and designs and scores organizational assessments and surveys.

Information Services Division

FAX: 557-4996

Ray Wong, Deputy Directon Human Resources, Information Services 557-4833

John Barnett, Manager, Business Systems/User Support 557-4938
Peter Stokes, Manager, Systems Operations 557-4956
Network and Technical Support HOTLINE 557-4807

Employee Relations Division

FAX: 557-4919

Geoffrey Rothman, Employee Relations Director 557-4911

Alice Villagomez, Deputy Director 557-4921

Michael J. Casey 557-4981
Contract Administration/meet and confer
Confidential Designations

John Figone 557-4940
Contract Administration/meet and confer
Contract Grievances/Arbitration

Vicki Rambo 557-4928
SDI Enrollments
Agency Shop Program

Janet Rogers 557-4915
Bargaining Unit Assignments
ERO Administration

Paula Schiff
Grievance management
Contract Administration/meet and confer 557-4922

Compensation Management
Janet Bosnich-Seijas, Manager 557-4920
Charter-mandated Salary Surveys
Compensation Administration
Overtime/Compensatory Time Off
Pay Equity

B.J. Dix 557-4845
Wage Rates
Economic Provisions Interpreter
Costing Implications of Contracts

Employee Relations Division (cont.)

Compensation Management (cont.)

Carole Van Dyke 557-4869
- Acting Assignment Pay
- Appointment Above the Entrance Rate
- Special Pay Premiums
- Supervisory Differential
- Wage Provision Interpretation

Rose Chew 557-4912
- Special Audits
- Tuition Reimbursement

Maria Monsor 557-4925
- Additional Employment
- Tuition Reimbursement

Merit System Services (formerly Operations Division) FAX: 557-4870
Linda Marini, Manager 557-4969

A complete listing of City Departments assigned to each team member is shown on page 8.

Team 1: Legal, Protective, Uniformed, Traffic, Schools, and Recreation

Team Leader:	Candy Heurlin	557-4846
Senior Staff:	Jose Lebron	557-4856
	Bill Sumner	557-4867
Members:	Cathy Abela	557-4860
	Hadas Desta	557-4887
	Gloria Martinez	557-4852
	Peg Walton	557-4876

Team 2: Health & Human Services, Cultural, and Airport

Team Leader:	Janice Fukuda	557-4840
Senior Staff:	Joan McAllister	557-4933
	Ana Borja	557-4811
Members:	Cora Dino	557-4865
	Sam Kinghorne	557-4873
	Kristin Kogure	557-4857
	Pat Sayrafi	557-4848

Employee Relations Division (cont.)

Merit System Services (cont.)

Team 3: Public Works, Utilities, Transportation, Port, and College

Team Leader:	Bette Thomas	557-4937
Senior Staff:	Stephanie Mischak-Lyons	557-4877
	Karen Taylor	557-4872
Members:	Barry Biderman	557-4882
	Patricia Duncan	557-4854
	Mathew Hom	557-4881

Team 4: Information Services Project

Project Manager:	Rob Kellar	557-4927
Members:	Lou Garibaldi	557-4836
	Gail Clabby	557-4886

Support Services

Sue Blomberg, Supervisor	557-4884
Employment Information - General Inquiries	557-4800
Employment Information - TDD	775-9484
Job Hotline	557-4888

Employee Relations Division
Merit System Services
Assignment by Department

Department	Team	Name	Phone
Academy of Sciences	2	Sam Kinghorne	557-4873
Administrative Services	2	Pat Sayrafi	557-4848
Adult Probation	1	Gloria Martinez	557-4852
Aging Commission	1	Cathy Abela	557-4860
Airport	2	Joan McAllister	557-4933
Animal Care & Control	1	Hadas Desta	557-4887
Art Commission	2	Sam Kinghorne	557-4873
Asian Art Museum	2	Joan McAllister	557-4933
Assessor	3	Patricia Duncan	557-4854
Board of Supervisors	2	Sam Kinghorne	557-4873
Building Inspection	3	Stephanie Mischak-Lyons	557-4877
Business & Economic Devel.	2	Ana Borja	557-4811
City Attorney	1	Hadas Desta	557-4887
City Planning	3	Bette Thomas	557-4937
Civil Service Commission	1	Bill Sumner	557-4867
Commission on the Environment	2	Pat Sayrafi	557-4848
Controller	4	Rob Kellar	557-4927
Controller	4	Lou Garibaldi	557-4836
Convention Facilities	2	Pat Sayrafi	557-4848
County Agriculture	2	Pat Sayrafi	557-4848
District Attorney	1	Gloria Martinez	557-4852
Elections	2	Pat Sayrafi	557-4848
Ethics Commission	1	Bill Sumner	557-4867
Fine Arts Museums	2	Karen Taylor	557-4872
Fire	1	Bill Sumner	557-4867
Hetch Hetchy Project	3	Mathew Hom	557-4881
Human Resources	1	Bill Sumner	557-4867
Human Rights Commission	2	Sam Kinghorne	557-4873
Human Services	3	Stephanie Mischak-Lyons	557-4877
Juvenile Courts	1	Hadas Desta	557-4887
Law Library	2	Sam Kinghorne	557-4873
Library	2	Karen Taylor	557-4872
Mayor	2	Ana Borja	557-4811
Medical Examiner/Coroner	1	Gloria Martinez	557-4852
Municipal Court	1	Hadas Desta	557-4887
Municipal Railway	3	Bette Thomas	557-4937
Office of Citizen Complaints	1	Bill Sumner	557-4867

Employee Relations Division
Merit System Services
Assignment by Department (cont.)

Parking & Traffic	1	Hadas Desta	557-4887
Permit Appeals	2	Ana Borja	557-4811
Police	1	Bill Sumner	557-4867
Port Commission	3	Patricia Duncan	557-4854
Public Admin/Guardian	1	Jose Lebron	557-4856
Public Defender	1	Gloria Martinez	557-4859
Public Health-Central Office	2	Ana Borja/Cora Dino	557-4811/4865
Public Health-Mental Health	2	Ana Borja/Cora Dino	557-4811/4865
Public Health-Laguna Honda	2	Ana Borja/Cora Dino	557-4811/4865
Public Health-SF General Hospital	2	Ana Borja/Cora Dino	557-4811/4865
Public Utilities	3	Mathew Hom	557-4881
PUC Light, Heat & Power	3	Mathew Hom	557-4881
Public Works	3	Barry Biderman	557-4882
Purchaser	3	Mathew Hom	557-4881
Real Estate	3	Barry Biderman	557-4882
Recorder	2	Pat Sayrafi	557-4848
Recreation & Park	1	Gloria Martinez	557-4852
Rent Arbitration Board	3	Barry Biderman	557-4882
Retirement	1	Jose Lebron	557-4856
S.F. Comm. College Distr.	3	Patricia Duncan	557-4854
S.F. Unified School Distr.	1	Jose Lebron	557-4856
Sheriff	1	Jose Lebron	557-4856
Status of Women	1	Hadas Desta	557-4887
Superior Court	1	Hadas Desta	557-4887
Telecommunications & Info Svcs	4	Rob Kellar	557-4927
Treasurer/Tax Collector	3	Stephanie Mischak-Lyons	557-4877
War Memorial	2	Sam Kinghorne	557-4873
Water	3	Mathew Hom	557-4881
Youth Commission	2	Sam Kinghorne	557-4873

Merit System Services Decentralized Units

Airport
Airports Commission
P.O. Box 8097
San Francisco, CA 94128

FAX: 876-2255

Denise Cannonier, Manager	876-2383
Myrna Briones	876-2383
Myrtle Harvey	876-2383
Jose Isidro	876-2383
Letty Juarez	876-2383
Gabe Karol	876-2383
Don Yamamoto	876-2383

Controller
875 Stevenson Street
San Francisco, CA 94103

FAX: 554-7466

Ann Courtright	554-7578
Ann Tinling	554-7577

Department of Human Services
1640 Mission Street
San Francisco, CA 94103

FAX: 557-5061
Mailing address: Exam Unit E-330
P.O. Box 7988
San Francisco, CA 94120

Mary Smith, DPO	557-5570
Rich Hodgkinson	557-5573
Sarah Kaufman	557-5688

Department of Public Health
San Francisco General Hospital
Building 10 Ward 13
1001 Potrero Avenue
San Francisco, CA 94110

FAX: 206-5383

DPH Decentralized Unit	206-8084
Rod Auyang, Manager	206-5033
Yvette Stuart, Team Leader	206-5021
Joel Hurwitz	206-5430
Steve Lara	206-8790
Arleen Lum	206-5034
Lincoln Mah	206-5029
Steve Pacarar	206-5030
Terri Peck	206-5474
Doreatha Redd	206-5198
Employment Hotline	206-5317

Merit System Services Decentralized Units (cont.)

Department of Public Works 875 Stevenson Street Room 470 San Francisco, CA 94103	FAX: 554-6025
Joyce Smith	554-6003
Police Department 850 Bryant Street Room 557-14 San Francisco, CA 94103	FAX: 553-1067
SFPD Exam Unit	553-1805
Julie Gonzalez, Team Leader	553-9000
Alma Acosta	553-1989
Terri Brady	553-1991
Saru Cownan	553-1806
Jaye Erickson	553-1988
Richard Marshall	553-1994
Mark Vandiver	553-1987
Port Commission Rm 3100, Ferry Building San Francisco, CA 94111	FAX: 274-0583
Kathy Mallegni, DPO	274-0422
Janet Bias	274-0425
Public Utilities 1155 Market Street 8th floor San Francisco, CA 94103	FAX: 554-1690
Pat Pendergast, Team Leader	554-1660
Employment Hotline	554-1669
Transportation 1155 Market Street 8th floor San Francisco, CA 94103	FAX: 554-1678
Nancy Woo, Team Leader	554-1600

Health Service System

1145 Market Street - 2nd floor FAX: 554-1721
San Francisco, CA 94103

Randall Smith, Executive Director	554-1702
Rob Leadbeater, Executive Assistant	554-1723
Mila A. Palarca, Health Service System Board Secretary	554-1737
General Inquiries	554-1700
Member Services	554-1750
Bill Irwin, Finance and Accounting Manager	554-1703

Eligibility and benefit information concerning all health and dental programs, disability insurance, dependent care, vision care, COBRA and domestic partners benefits

Medical Claims
Edna Erfe, Supervisor 554-1708

City Health Plan Benefit Information regarding hospitalization, ER care, physician care, surgical services, outpatient diagnostic, prescriptions, physical therapy, vision care and other medical services 554-1725
Status of medical claims and problem resolution

Workers' Compensation Division

1145 Market Street - 2nd floor FAX: 554-1797/Claims
San Francisco, CA 94103-1523 FAX: 554-3110/Admin.

Fred Howell, Deputy Director Human Resources, Workers' Compensation	554-1778
Brian Narlock, Claims Manager	554-1773
Maryellen Vergas, Contracts Administration and Analysis	554-1791
Terrence Daniel, Manager of Administrative Services	554-1779

Workers' Compensation claims are handled by both the CCSF Workers' Compensation Division Staff and FIRM Solutions, a third-party administrator. Each City department has been assigned to either the CCSF Workers' Compensation Division or FIRM Solutions. The administrator to which each department is assigned, as well as the name and phone number of the corresponding claims adjuster\examiner, are shown on page 14.

Workers' Compensation - General Inquiries		554-1777
Lynne Nelson, Supervisor, Police/Misc. Units		554-1771
Don Southern, Supervisor, Fire/Airport Unit		554-1775
Sharon Hernandez, Supervisor, Schools/Misc. Units		554-1774
Rehabilitation Coordinator	Carol Ayers	554-1780
Medical Coordinator	Nonie Devens	554-1789
Support Unit Supervisor	Terrence Daniel	554-1779
Accounting Unit/Vendor Inquiries	Charles Chan	554-1766
TDD Operator	Vann Hickman	554-1790

Medical Treatment Facilities:

Airport Clinic San Francisco International Airport Medical Service International Terminal, Lower Level	877-0444
Mt. Zion Occupational Medicine Clinic 1515 Scott Street (between Geary & Post Sts.)	885-7770
S.F. General Hospital Bldg. 9, 2nd Floor (23rd St.& Potrero Ave.)	206-8998
After Hours: Mt. Zion Hospital Emergency Room (Sutter St. between Divisidero and Scott Sts.)	885-7520

WORKERS' COMPENSATION DIVISION
Assignment by Department

General Inquiries: 554-1777

Department	Administrator	Examiner	Phone
Academy of Sciences	CCSF-WCD	Lennie Contreras-Organo	554-1757
Adult Probation	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Aging Commission	CCSF-WCD	Lennie Contreras-Organo	554-1796
Airport (except Airport Police)	CCSF-WCD	Bill Walsh	554-1794
Animal Care & Control	CCSF-WCD	Lennie Contreras-Organo	554-1796
Art Commission	CCSF-WCD	Lennie Contreras-Organo	554-1796
Asian Art Museum	CCSF-WCD	Lennie Contreras-Organo	554-1796
Assessor	FIRM Solutions	Dorothy Boutte	247-7033
Board of Supervisors	CCSF-WCD	Lennie Contreras-Organo	554-1796
Building Inspection	FIRM Solutions	Robin Mason	247-7001
City Administrator	CCSF-WCD	Lennie Contreras-Organo	554-1796
City Attorney	FIRM Solutions	Dorothy Boutte	247-7033
Civil Service Commission	FIRM Solutions	Lennie Contreras-Organo	247-1796
Controller	FIRM Solutions	Dorothy Boutte	247-7033
Convention Facilities	CCSF-WCD	Alice Low	554-1796
County Clerk-Recorder	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
County Agriculture	CCSF-WCD	Alice Low	554-1796
District Attorney	FIRM Solutions	Christina Smith	247-7012
Elections	CCSF-WCD	Alice Low	554-1796
Fine Arts Museums	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Fire and Parmedics			
A-O	CCSF-WCD	Linda Bernstein	554-1761
E-I	CCSF-WCD	Vivian Solemnidad	554-1759
J-Ml	CCSF-WCD	Lennie Contreras-Organo	554-1757
Mi-Q	CCSF-WCD	Anthony Robinson	554-1784
R-Z	CCSF-WCD	Cindy Yee Du	554-1767
Hetch Hetchy Project	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Human Resources	FIRM Solutions	Joyce Otis 247-7042	
Human Rights Commission	CCSF-WCD	Alice Low 554-1796	
Human Services	FIRM Solutions	Dorothy Boutte	247-7033
Juvenile Court	FIRM Solutions	Robin Mason/Dorothy Boutte	247-7001/247-7033
Law Library	CCSF-WCD	Alice Low 554-1796	
Library	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Mayor	FIRM Solutions	Dorothy Boutte	247-7006
Medical Examiner/Coroner	CCSF-WCD	Alice Low 554-1796	
Municipal Court	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Office of Citizen Complaints	FIRM Solutions	Trish Crowell	247-7006
Parking & Traffic			
A-M	CCSF-WCD	Chandler White	554-1795
N-M	CCSF-WCD	Alice Low	554-1796
Permit Appeals	CCSF-WCD	Alice Low	554-1796
Planning Department	CCSF-WCD	Lennie Contreras-Organo	554-1796

WORKERS' COMPENSATION DIVISION Assignment by Department (cont.)

DEPARTMENT	ADMINISTRATOR	EXAMINER	PHONE
Police & Airport Police			
A-Cp	CCSF-WCD	Robert Graham	554-1753
Cq-Gr	CCSF-WCD	Penny Fernandes	554-1764
Gs-K	CCSF-WCD	Linda Samples	554-1751
L-Mo	CCSF-WCD	Sylvia Tellez	554-3215
Mp-R	CCSF-WCD	Mark Cervantes	554-1768
S-Z	CCSF-WCD	Ron Kelsey	554-1756
Port Commission	FIRM Solutions	Joe Castor, Jr.	247-7022
Public Admin/Guardian	CCSF-WCD	Alice Low	554-1796
Public Defender	FIRM Solutions	Dorothy Boutte	247-7033
Public Health-Central Office	FIRM Solutions	Alex Cardenas	247-7036
Public Health-Mental Health	FIRM Solutions	Alex Cardenas	247-7036
Public Health-Laguna Honda	FIRM Solutions	Roslyn Peggins	247-7049
Public Health-SF General Hospital			
A-Q	FIRM Solutions	Kathy Buchanan	247-7003
R-Z	FIRM Solutions	Alex Cardenas	247-7036
Public Transportation	FIRM Solutions	Phillip Jefferis	247-7040
		Joyce Otis	247-7042
		Bridget Gains	247-7021
		Jennifer Gee	247-7002
		Winfield Jong	247-7035
		Mari Inocelda	247-7014
PUC General Admin.	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
PUC Light, Heat & Power	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Public Works	FIRM Solutions	Robin Mason	247-7001
Purchaser	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Real Estate	CCSF-WCD	Alice Low	554-1796
Recorder/County Clerk	CCSF-WCD	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Recreation & Park	FIRM Solutions	Kim Clay-Ramos	247-7011
Rent Arbitration Board	CCSF-WCD	Alice Low	554-1796
Retirement	FIRM Solutions	Joyce Otis	247-7042
S.F. Comm. College Distr.			
A-L	CCSF-WCD	Tina Gains	554-3205
M-Z	CCSF-WCD	Alice Low	554-1796
S.F. Unified School Distr.			
A-C&T-Z	CCSF-WCD	Marjorie Melendez	554-1758
D-F	CCSF-WCD	Tina Gains	554-3205
G-L	CCSF-WCD	Lupe Perez	554-1798
M-S	CCSF-WCD	Letty Coral	554-1763
Cafeteria	CCSF-WCD	Lupe Perez	554-1798
Children Center	CCSF-WCD	Tina Gains	554-3205
Sheriff	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Status of Women	CCSF-WCD	Alice Low	554-1796
Superior Court	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Telecomm & Info Svcs	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022
Treasurer/Tax Collector	CCSF-WCD	Alice Low	554-1796
War Memorial			
A-G	CCSF-WCD	Alice Low	554-1796
H-Z	CCSF-WCD	Chandler White	554-1795
Water	FIRM Solutions	Joe Castor, Jr./Trish Crowell	247-7020/247-7022

DIRECTORY BY SUBJECT

Subject	Division/Unit	Phone
Acknowledgement cards (no strike)	Certification	557-4821
Accounting		
44 Gough	Business Services	557-4895
Health Service System	Health Service System	554-1703
Workers' Compensation	Workers' Compensation	554-1755
Acting Assignment Pay	Employee Relations	557-4869
Additional Employment	Employee Relations	557-4925
ADA (Americans With Disabilities Act)		
Compliance procedures	EEO	557-4855
Training	Mgmt & Emp Dev	557-4947
Affirmative Action	EEO	557-4982
Appeals		
Automatic resignation	Internal Services	557-4863
Discrimination Complaints	EEO	557-4982
Examinations	Merit System Services	Team Assign, pg.6
Terminations	Internal Services	557-4863
Services Unsatisfactory	Internal Services	557-4863
Separations (not layoffs)	Internal Services	557-4829
Suspensions	Internal Services	557-4863
Future employability	Internal Services	557-4829
Application Forms, Employment	Support Services	557-4800
Appointments		
As-Needed	EEO	557-4837
Certifications	Certification	557-4821
Exempt	Certification	557-4821
General Inquiries	Certification	557-4821
Limited Tenure	Certification	557-4821
Non Civil Service, Provisional	EEO	557-4837
Oral Authorizations	EEO	557-4837
Appointment Above Entrance Rate	Employee Relations	557-4869
Apprenticeship Program		
Appointment	Certification	557-4821
Development	Employee Relations	557-4921
Assault or Battery Pay Inquiries	Workers' Compensation	554-1773
Assignments - Out of Class	Merit System Services	Dept. Assign, pg. 8
Backdating of Requisitions	Internal Services	557-4849
Bargaining Unit Assignments	Employee Relations	557-4915
Bilingual Proficiency		
Inquiries	EEO	557-4838
Testing; Waivers	EEO	557-4837
Budget Administration - DHR	Business Services	557-4833

Subject	Division/Unit	Phone
Certification Inquiries	Certification	557-4821
Change of Address and/or Name		
Applicants	Merit System Services	Dept. Assign, pg. 8
Eligibles	Certification	557-4821
Employees, City & County	Certification	557-4821
Claims		
Workers' Compensation	Workers' Compensation	554-1777
Medical, City Health Plan	Health Service System	554-1725
Classification	Merit System Services	Dept. Assign, pg. 8
Compensatory Time	Employee Relations	557-4920
Compensation Issues	Employee Relations	557-4920
Compensation Manual	Employee Relations	557-4990
Consulting Services, training	Mgmt & Emp Dev	557-4968
Contracts		
Labor	Employee Relations	557-4990
Personal Services	Internal Services	557-4829
Conviction/Criminal Records	Internal Services	557-4849
Courtesy Cards	Support Services	557-4800
Decentralization/Post Audit	Merit System Services	557-4969
Dental Plans	Health Service System	554-1750
Disability Insurance - Enrollment	Health Service System	554-1750
Disability Pay	Workers' Compensation	557-1777
Disabilities, Program for persons with	EEO	557-4838
Discharge/Dismissal of Employees	Internal Services	557-4863
Discipline/Discharge		
Grievance of	Employee Relations	557-4990
Separations	Internal Services	Dept.Assign, pg.3.
Discrimination Complaints		
Filing	EEO	557-4832
Reports	EEO	557-4982
Drug Testing Program	Internal Services	557-4932
EEO Reports	EEO	557-4982
Eligible Lists		
Inquiries regarding status on	Certification	557-4821
Holdover roster	Certification	557-4821
Employee Handbook	Internal Services	557-4859
Employee Separations	Internal Services	557-4829
Equal Employment Opportunity	EEO	557-4832
Examinations		
Announcements	Support Services	557-4800
Appeals	Merit System Services	Team Assign, pg. 6
Inspection of	Support Services	557-4800
Reasonable accommodation	Merit System Services	Team Assign, pg. 6
Executive Management Retreats	Mgmt & Emp Dev	557-4968
Exempt Employment, Charter Provisions	Merit System Services	Dept. Assign, pg. 8
Extension of eligible lists, requests for	Internal Services	557-4849

Subject	Division/Unit	Phone
Facilitation Services	Mgmt & Emp Dev	557-4968
Fair Labor Standards Act	Employee Relations	557-4920
Fingerprinting Inquiries	Internal Services	557-4849
Fire Services Exam Unit	Fire Services	557-4963
Fitness for Duty Medical Exam	Internal Services	557-4932
Forms	Support Services	557-4800
Fraud Hotline - Workers' Compensation	Workers' Compensation	554-1773
Future Employability	Internal Services	557-4829
Grievances	Employee Relations	557-4990
Health Plans	Health Service System	557-1750
Holdover Roster	Certification	557-4821
Human Resource Information System (HRIS)		
Technical Support Hotline	Information Services	557-4807
Service Request Line for Reports	Information Services	557-4938
Industrial Accidents	Workers' Compensation	554-1777
In Lieu Payments	Employee Relations	557-4920
Interpreter/Translator Pay		
Testing for proficiency	EEO	557-4837
Premium pay	Employee Relations	557-4990
Job Analysis Questionnaire (JAQ)	Merit System Services	Dept. Assign, pg. 8
Jury Duty Leave for Employees	Internal Services	557-4829
Labor Relations	Employee Relations	557-4990
Layoffs	Internal Services	557-4849
Exceptions to the Order of Layoff	Merit System Services	Dept. Assign, pg. 8
Leaves of Absence	Internal Services	557-4829
Limited Tenure Appointments	Certification	557-4821
Mailing Lists		
Maintenance/Requests to be placed on	Support Services	557-4800
Management Training and Consulting Services	Mgmt & Emp Dev	557-4968
Medical Claims, City Plan only	Health Service System	554-1725
Medical Examinations - Fitness for Duty	Internal Services	557-4932
Meet and confer	Employee Relations	557-4921
Military Leave	Internal Services	557-4829
Near List Appointments	Internal Services	557-4849
Network and Technical Support	Information Services	557-4807
Non-Civil Service (NCS)		
Employment Authorizations	EEO	557-4837
Oral authorizations	EEO	557-4837
Organizational Climate Surveys	Mgmt & Emp Dev	557-4968
Organizational Development	Mgmt & Emp Dev	557-4968

Subject	Division/Unit	Phone
Organizational Needs Analyses	Mgmt & Emp Dev	557-4968
Out of Class Assignments	Merit System Services	Dept. Assign, pg. 8
Out of Class Assignment Pay	Employee Relations	557-4869
Overtime Pay Provisions	Employee Relations	557-4920
Payroll - DHR employees	Business Services	557-4896
Performance Management and Appraisals	Mgmt & Emp Dev	557-4947
Personal Leave	Internal Services	557-4829
Personal Services Contracts	Internal Services	557-4829
Personnel Policy and Procedures	Internal Services	557-4924
Personnel Records Guidelines	Internal Services	557-4924
Premium Pay	Employee Relations	557-4990
Probationary Period	Internal Services	Dept. Assign, pg. 3
Provisional Appointments	EEO	557-4837
Reasonable accommodations		
for employment	EEO	557-4855
for examinations	Merit System Services	Team Assign, pg. 6
Reappointment	Certification	557-4821
Recruitment	EEO	557-4838
Reinstatement	Certification	557-4821
Reproduction Unit, DHR	Business Services	557-4909
Requisitions/Requisition Modifications	Certification	557-4818
Backdating	Internal Services	557-4849
Cancellation	Internal Services	557-4849
Certification in Progress	Certification	557-4821
Change of funds	Merit System Services	Dept. Assign, pg. 8
Declaration of permanency	Merit System Services	Dept. Assign, pg. 8
Distribution of forms	Support Services	557-4800
Exempt Waivers	Internal Services	557-4849
Reassignments	Certification	557-4821
Special conditions		
Bilingual	EEO	557-4838
Severe disabilities	EEO	557-4838
All other	Merit System Services	Dept. Assign, pg. 8
Residency requirements	Merit System Services	Dept. Assign, pg. 8
Resignation	Internal Services	Dept. Assign, pg. 3.
Return to Work Program Coordination	Workers' Compensation	554-1779
Salary Adjustments	Employee Relations	557-4869
Salary Surveys	Employee Relations	557-4878
Seniority	Internal Services	557-4849
Separations, Employee		
Discharge/Dismissal	Internal Services	557-4863
SDI (State Disability Insurance) Enrollments	Employee Relations	557-4928
Sexual Harassment		
Reports of	EEO	557-4842
Training	Mgmt & Emp Dev	557-4952
Signature Cards	Certification	557-4818

Subject	Division/Unit	Phone
Status Grants		
Resulting from classification action	Merit System Services	Dept. Assign, pg. 8
Resulting from layoff	Internal Services	557-4849
Striking Employees-Acknowledgement cards	Certification	557-4821
Supervisory Differential	Employee Relations	557-4869
Suspension	Internal Services	Dept. Assign, pg. 3
Surveys		
Employment climate	Mgmt & Emp Dev	557-4947
Customer service	Mgmt & Emp Dev	557-4947
Salary	Employee Relartions	557-4920
Temporary Assignments Out of Class	Merit System Services	Dept. Assign, pg. 8
Termination of Employees	Internal Services	557-4863
Training - Catalog and Custom		
Career development	Mgmt & Emp Dev	557-4968
Communication skills	Mgmt & Emp Dev	557-4968
Course registration & confirmations	Mgmt & Emp Dev	557-4968
Customer Service	Mgmt & Emp Dev	557-4968
Diversity	Mgmt & Emp Dev	557-4968
Effective Communication: Key to Workplace Security	Mgmt & Emp Dev	557-4952
Executive Training	Mgmt & Emp Dev	557-4944
General Information	Mgmt & Emp Dev	557-4968
Grievances	Mgmt & Emp Dev	557-4947
Managing Change	Mgmt & Emp Dev	557-4968
Managing problem performance	Mgmt & Emp Dev	557-4947
Meeting effectiveness	Mgmt & Emp Dev	557-4968
Myers-Briggs Personality Indicator	Mgmt & Emp Dev	557-4968
Performance management	Mgmt & Emp Dev	557-4947
Performance appraisals	Mgmt & Emp Dev	557-4947
Presentation skills	Mgmt & Emp Dev	557-4968
Problem Solving	Mgmt & Emp Dev	557-4968
Supervisory skills	Mgmt & Emp Dev	557-4976
Sexual harassment	Mgmt & Emp Dev	557-4968
Stress management	Mgmt & Emp Dev	557-4976
Survival skills for oral exams & interviews	Mgmt & Emp Dev	557-4968
Team building	Mgmt & Emp Dev	557-4968
Time management	Mgmt & Emp Dev	557-4976
Transfers		
General inquiries	Certification	557-4821
Of functions	Merit System Services	Dept. Assign, pg. 8
Tuition Reimbursement	Employee Relations	557-4912
Validation of Employee Appointments	Certification	557-4821
Verification of Employment	Controller's PPSD	557-7800
Violence in the Work Place Policy/Procedures	Internal Services	557-4924
Voluntary Time Off Without Pay	Employee Relations	557-4869

Subject	Division/Unit	Phone
Waivers	Certification	557-4821
Workers' Compensation		
General information	Workers' Compensation	554-1777
Claim Statistics	Workers' Compensation	554-1791
Contract Administration	Workers' Compensation	554-1791
Fraud Hotline	Workers' Compensation	554-1773
Workforce Composition Data	EEO	557-4982
Work Order Funds for DHR Services	Business Services	557-4815
Youth Learning Program Planning Group	Mgmt & Emp Dev	557-4944

DIRECTORY BY EMPLOYEE

NAME	DIVISION	PHONE
Abela, Cathy	Merit System Services	557-4860
Abels, Ellen	Office of the Director	557-4951
Aglubat, Lyn	Employee Relations	557-4929
Arca, Maria	Workers' Compensation	554-1793
Arcega, Venancio	Health Service System	554-1713
Ayers, Carol	Workers' Compensation	554-1780
Barnett, John	Information Services	557-4938
Bautista, Felix	Health Service System	554-1718
Beltran, Maria	Information Services	557-4894
Benoza, Rebecca	Fire Services	557-4960
Bernstein, Linda	Workers' Compensation	554-1761
Biderman, Barry	Merit System Services	557-4882
Blomberg, Susan	Merit System Services	557-4884
Bolts, Lydia	Health Service System	554-1718
Borja, Ana	Merit System Services	557-4811
Bosnich, Janet	Employee Relations	557-4920
Calonsag, Virginia	Health Service System	554-1718
Candelaria, Antoinette	Health Service System	554-1729
Casey, Michael	Employee Relations	557-4981
Cassanego, Gilda	Internal Services	557-4859
Castellanos, Silvia	Equal Employment Opportunity	557-4855
Castillo, Luisa	Workers' Compensation	554-1762
Cervantes, Mark	Workers' Compensation	554-1768
Chan, Charles	Workers' Compensation	554-1766
Chan, Shi-Hwa	Workers' Compensation	554-1781
Chan, Stephanie	Certification	557-4818
Chau, Agnes	Business Services	557-4896
Chau, Khanh	Workers' Compensation	554-1765
Chew, Rose	Employee Relations	557-4912
Chin, Cheryl	Information Services	557-4879
Cho, Lewanna	Equal Employment Opportunity	557-4837
Choy, Gloria	Certification	557-4824
Christenbury, Amber	Health Service System	554-1718
Clabby, Gail	Merit System Services	5574886
Collantes, Carmen	Merit System Services	557-4841
Contreras-Organo, Lennie	Workers' Compensation	557-1796
Coral, Letty	Workers' Compensation	554-1763
Cosico, Erlinda	Certification	557-4821
Crandell, Michael	Health Service System	554-1704
Cruz, Jesusa	Fire Services	557-4967
Daniel, Terrence	Workers' Compensation	554-1779

NAME	DIVISION	PHONE
Davis, Ted	Information Services	557-4814
Delacalzada, Rosita	Health Service System	554-1718
DeLara, Winston	Certification	557-4820
DeoCampo, Estrella	Health Service System	554-1718
Desta, Hadas	Merit System Services	557-4887
Devens, Nonie	Workers' Compensation	554-1789
Dinneen, Leo	Business Services	557-4895
Dino, Cora	Merit System Services	557-4865
Dix, B.J.	Employee Relations	557-4845
Du, Cindy Yee	Workers' Compensation	554-1767
Duncan, Patricia	Merit System Services	557-4854
Erfe, Edna	Health Service System	554-1708
Escobar, Silvia	Workers' Compensation	554-1752
Fairley, Vadia	Health Service System	554-1718
Favale, Sandra	Office of the Director	557-4955
Feng, Benjamin	Workers' Compensation	554-1755
Feniquito, Priscilla	Health Service System	554-1718
Fernandez, Penny	Workers' Compensation	554-1764
Figone, John	Employee Relations	557-4940
Fukuda, Janice	Merit System Services	557-4840
Gaines, Collie	Mgmt. & Employee Development	557-4952
Gains, Tina	Workers' Compensation	554-3205
Garcia, Diana	Equal Employment Opportunity	557-4838
Garcia, Luis	Business Services	557-4909
Garibaldi, Lou	Merit System Services	557-4836
Gee, Florence	Health Service System	554-1714
Gill, Norma	Certification	557-4816
Godfrey, Anne	Mgmt. & Employee Development	557-4944
Godfrey, Joe	Health Service System	554-1814
Gourdine, Andrea	Office of the Director	557-4902
Graham, Robert	Workers' Compensation	554-1753
Grossi, Maria	Health Service System	554-1747
Grundy, Rosanna	Health Service System	554-1748
Gunselman, Ellen	Equal Employment Opportunity	557-4832
Gutierrez, Juana	Health Service System	554-1718
Hamada, Cynthia	Internal Services	557-4932
Hayashida-Fong, Aileen	Health Service System	554-1744
Heard, Karen	Merit System Services	557-4923
Hernandez, Sharon	Workers' Compensation	554-1774
Heurlin, Candace	Merit System Services	557-4846
Hickman, Vann	Workers' Compensation	554-1790
Hogan-Jackson, Evelyn	Equal Employment Opportunity	557-4825
Hom, Mathew	Merit System Services	557-4881
Irwin, Bill	Health Service System	554-1703

NAME	DIVISION	PHONE
Johnson, Dave	Fire Services	557-4965
Johnson, Nina	Merit System Services	557-4874
Jue, Eric	Information Services	557-4850
Kellar, Robert	Merit System Services	557-4927
Kelsey, Ron	Workers' Compensation	554-1756
Khoo, Sheila	Health Service System	554-1749
King, Nora	Certificcation	557-4851
Kinghorne, Sam	Merit System Services	557-4873
Kogure, Kristin	Merit System Services	557-4857
Lacanlale, Angie	Health Service System	554-1730
Leadbeater, Rob	Health Service System	554-1723
Lebron, Jose	Merit System Services	557-4856
Lee, Iris	Health Service System	554-1718
Lee, Lain Lain	Health Service System	554-1718
Lee, Linda	Internal Services	557-4924
Lei, Paul	Information Services	557-4946
Leong, Maisy	Health Service System	554-1717
Leong, Esther	Equal Employment Opportunity	557-4842
Lew, Seu	Merit System Services	557-4823
Liang, May	Workers' Compensation	554-1787
Lim, Dorothy	Health Service System	554-1718
Lingad, Julie	Mgmt. & Employee Development	557-4968
Lockwood, Sandra	Health Service System	554-1709
Lok, Wendy	Health Service System	554-1720
Low, Alice	Workers' Compensation	554-1796
Marini, Linda	Merit System Services	557-4969
Martin, Sheldon	Certification	557-4817
Martinez, Gloria	Merit System Services	557-4859
Martinez, Maria	Workers' Compensation	554-1792
Matawaran, Archie	Workers' Compensation	554-1786
McAllister, Joan	Merit System Services	557-4933
McGuire, Deborah	Health Service System	554-1719
Medios, Lourdes	Health Service System	554-1718
Melendez, Marjorie	Workers' Compensation	554-1758
Mendoza, Willie	Health Service System	554-1705
Mischak-Lyons, Stephanie	Merit System Services	557-4877
Monsor, Maria	Employee Relations	557-4925
Morgan, Carl	Workers' Compensation	554-1772
Mullan, Diane	Health Service System	554-1711
Narlock, Brian	Workers' Compensation	554-1773
Nelson, Lynne	Workers' Compensation	554-1771
Nguyen, Hoang	Business Services	557-4909
Nulph, Vernon	Internal Services	557-4849
Orais, Myrna	Certification	557-4826

NAME	DIVISION	PHONE
Ortega, Leonardo	Information Services	557-4958
Pacheco, Celedonia	Health Service System	554-1718
Palarca, Mila	Health Service System	554-1737
Per, Annabell	Health Service System	554-1744
Pereira, Seby	Employee Relations	557-4918
Perez, Lupe	Workers' Compensation	554-1798
Phung, Cuong	Business Services	551-4909
Racelis, Josie	Certification	557-4822
Rambo, Vicki	Employee Relations	557-4928
Ramirez, Miriam	Health Service System	554-1710
Ramirez, Marsha	Administration	557-4815
Ramos, Maria	Merit System Services	557-4831
Recinos, Silvia	Workers' Compensation	554-1781
Redmond, Gerald	Internal Services	557-4863
Reed-Reppen, Pam	Merit System Services	557-4862
Robertson, Scott	Health Service System	554-1728
Robinson, Anthony	Workers' Compensation	554-1784
Rodriguez,-Corns, Susann	Health Service System	554-1746
Rogers, Janet	Employee Relations	557-4915
Romero, Carlos	Workers' Compensation	554-1781
Rothman, Geoff	Employee Relations	557-4911
Samples, Linda	Workers' Compensation	554-1751
Sanchelli, Robert	Mgmt. & Employee Development	557-4947
Sayrafi, Patricia	Merit System Services	557-4848
Schiff, Paula	Employee Relations	557-4922
Small, Barbara	Information Services	557-4945
Smith, Beaulah	Health Service System	554-1740
Smith, Randy	Health Service System	554-1702
Solemnidad, Vivian	Workers' Compensation	554-1759
Southern, Don	Workers' Compensation	554-1775
Stoddard, Doug	Fire Services	557-4966
Stokes, Peter	Information Services	557-4956
Sue, Stanley	Workers' Compensation	554-1760
Sumida, Sue	Certification	557-4827
Sumner, William	Merit System Services	557-4867
Susoeff, Lynn	Mgmt. & Employee Development	557-4976
Taylor, Karen	Merit System Services	557-4872
Tellez, Sylvia	Worker's Compensation	554-3215
Thomas, Bette	Merit System Services	557-4937
Trinh, Binh	Certification	557-4819
Tusch, John	Health Service System	554-1701
Van Dyke, Carole	Employee Relations	557-4869
Velasco, Jose	Health Service System	554-1718
Vergas, Maryellen	Workers' Compensation	554-1791

NAME	DIVISION	PHONE
Villagomez, Alice	Employee Relations	557-4921
Villanueva, Charlie	Workers' Compensation	554-1786
Vuong, Connie	Health Service System	554-1718
Walsh, William	Workers' Compensation	554-1794
Walton, Margaret	Merit System Services	557-4876
White, Chandler	Workers' Compensation	554-1795
Wilson, Carmen	Certification	557-4817
Wong, Wendy	Health Service System	554-1706
Wong, Alan	Fire Services	557-4963
Wong, Ray	Information Services	557-4833
Wright, Cynthia	Health Service System	554-1727
Wu, Susan	Merit System Services	557-4866
Yee, Dorothy	Equal Employment Opportunity	557-4982
Young, Benson	Information Services	557-4959

NAME	DIVISION	PHONE
FAX	Administration	557-4835
FAX	Certification	557-4834
FAX	Director, Office of	557-4835
FAX	Employee Relations	557-4919
FAX	Equal Employment Opportunity	557-4803
FAX	Fire Services	557-4961
FAX	Health Service System	554-1721
FAX	Information Services	557-4996
FAX	Mgmt. & Employee Development	557-4870
FAX	Support Services	557-4910
FAX	Merit System Services	557-4870
FAX	Workers' Compensation	554-1797